

## MDOps RealWorldTesting Results Report – 2024

### GENERAL INFORMATION

<b>Plan Report ID Number: [For ONC-Authorized Certification Body use only]</b>	<b>20231019mdo</b>
<b>Developer Name:</b>	<b>MDOps Corporation</b>
<b>Product Name(s):</b>	<b>MDLog</b>
<b>Version Number(s):</b>	<b>5.0</b>
<b>Certified Health IT Product List (CHPL) ID(s):</b>	<b>15.02.05.1836.MDOP.01.01.1.220117</b>
<b>Developer Real World Testing Plan/Results Report Page URL</b>	<a href="https://www.mdops.com/certified/">https://www.mdops.com/certified/</a>

#### **Criteria's Covered:**

As part of RealWorldTesting (RWT) the below listed criteria were considered.

- 170.315(b)(1) Transition of care
- 170.315(b)(9) Care Plan
- (b)(9)(i) - Enable a User to Record, Change, Access, Create, and Receive Care Plan
- 170.315(b)(10) Electronic Health Information export
- 170.315(c)(1) clinical quality measures –record and export
- 170.315(g)(7) Application access –patient selection
- 170.315(g)(9) Application access –all data request
- 170.315(g)(10) Standardized API for patient and population services
- 170.315(h)(1) Direct Project

#### **Deviations from Test Plan:**

No changes were made to the product and the test plan for identified criteria during the execution of the test plan. Hence, we followed the same approach that was mentioned in the test plan and completed the RWT testing

#### **Testing Method:**

Between January 1<sup>st</sup> 2024 and September 30<sup>th</sup> 2024, we have captured the audit logs of the above listed certification criteria from our Production servers, de-identified the PHI data from these logs and analyzed the throughput to evaluate the success and failure rate, data exchange accuracy and interoperability.

### Outcome of RWT:

Overall, we were able to achieve the expected outcomes mentioned in our test plan with less than one percentage errors. As mentioned in the RWT Test Plan we have achieved the key milestones and completed the testing.

### STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

No, none of our products include these voluntary standards

#### Care Settings:

For this RealWorldTesting, we have used the below care settings

Specialities: Geriatric, Podiatric and Psychiatric

#### Metrics and Outcomes:

1. **Data Exchange - 170.315(b)(1) Transition of care:** To test this criteria we have measured the success rate of CCDAs generation from our audit logs. A total of 156 hits were done out of which 156 requests resulted in successful generation of the CCDAs. According to the recorded audit logs, we have achieved 100% success in achieving these criteria with no error logs created.
2. **Care Coordination - 170.315(b)(10) Electronic Health Information Export:** Our audit logs were used to measure the success rate of CCDAs generation as a method of testing these criteria. A total of 156 hits were done out of which 156 requests resulted in successful generation of the CCDAs. According to the recorded audit logs, we have achieved 100% success in achieving these criteria without creating any error logs.
3. **Data Exchange - 170.315(b)(9) Care Plan:** We had around 396 transactions to Record, Change, Access, Create, and Receive Care Plan during the testing period. As per the recorded audit logs we have achieved 100% success in achieving these criteria with no error logs created.
4. **Data Exchange - 170.315(c)(1) clinical quality measures –record and export:** We have captured the audit logs for the record and export actions of the CQM criteria and have achieved 100% success in being able to allow the users to successfully record and export the documents. A total of around 2591 logs were captured for these actions.
5. **Interoperability and Data Exchange - 170.315(g)(7) Application access –patient selection;170.315(g)(9) Application access –all data request ;170.315(g)(10) Standardized API for patient and population services:**  
 Since we do not have production users availing this feature yet, we have simulated the same in our sandbox environment and have captured the logs of the throughput. A total of 1229 transaction logs were recorded while the users were trying to perform the Patient selection and all other data requests, out of this error were recorded for around 10 transactions with the below error messages
  1. Bad credentials

2. Patient with provided patientId not found in MDLog
3. Unparseable date: "04-18-1958"

Hence, we managed to achieve less than 1% of error in achieving these criteria.

**6. Interoperability and Data Exchange - 170.315(h)(1) Direct Project:** To test Direct Project criteria we have analyzed the audit logs from production and checked if the direct emails triggered from MDLog were successfully sent and we were able to receive the direct emails triggered from the vendors. The accuracy of data sent through the direct email was verified.

Sample: A total of 368 direct emails was triggered from MDOps out of which 367 messages were sent successfully, the missing message errored out with the below error message:  
 "Error:The system is currently unable to send direct email:Add recipient failed: FAIL Invalid recipient address."

Thus, we achieved less than 1% percentage of failure.

**Key Milestones:** We have met the below planned timelines

Key Milestone	Planned Date/Time Frame
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	January 1, 2024
Explaining the Real-World Testing Use Cases	February 1, 2024
Begin collection of information as laid out by the plan.	March 1, 2024 to September 1, 2024
Meet with previously identified providers and authorized representatives to ensure that Real World Testing protocols are effective.	May 1, 2024
End of Real-World Testing period/final collection of all data for analysis	September 1, 2024
Analysis and report creation	October 1, 2024
Submit Real World Testing report to ACB (per their instructions)	October 30th, 2024